

# COMBINED SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT AND SUPPLEMENTARY FINANCIAL SERVICES GUIDE

## SUPPLEMENTARY PRODUCT DISCLOSURE STATEMENT

This is a Supplementary Product Disclosure Statement (SPDS) that supplements and amends the following Product Disclosure Statement (PDS).

<b>Title of Booklet</b>	Everyday Pet Insurance Basic Accident Cover Combined Financial Services Guide and Product Disclosure Statement
<b>Effective Date</b>	15 February 2023

This SPDS must be read together with the PDS for the product you hold, and the relevant ASIC Instrument (available on our website). This SPDS is effective from 29 January 2026.

You should keep these documents in a safe place. Please contact us if you require a copy of any previous PDS or if you need help locating the ASIC Instrument.

Section	Description of change
<b>Issuer details</b>  This update refers to the PDS dated 15 February 2023.	<b>Holland's address is updated to the following:</b>  Level 5, 100 Mount St, North Sydney, NSW 2060
 This update refers to the PDS dated 15 February 2023.	<b>All references to 'Automatic renewal of your policy' are replaced with 'Automatic renewal or replacement of your policy'.</b> <b>This change applies to:</b> <ul style="list-style-type: none"><li>• The table of contents</li><li>• The section heading 'Automatic renewal of your policy'</li><li>• Any references to 'Automatic renewal of your policy' throughout the PDS</li></ul>

<p><b>Introducing Your Pet Insurance – References to “we”, “us”, “our”</b></p> <p>This update refers to page 6 of the PDS dated 15 February 2023.</p>	<p><b>Delete and replace this section with the following:</b></p> <p>In addition, references to:</p> <ul style="list-style-type: none"> <li>• <b>we, our, us, insurer</b> and <b>Hollard</b>, mean The Hollard Insurance Company Pty Ltd.</li> <li>• for Replacement Policies, <b>we, our, us, insurer</b> and <b>PetSure</b>, mean PetSure (Australia) Pty Ltd.</li> <li>• <b>you and your</b> mean the applicant for an Everyday Pet Insurance policy and, if a policy is issued, the insured</li> </ul>
<p><b>Frequently Asked Questions – Will I have lifelong Cover for my Pet?</b></p> <p>This update refers to the content on page 7 of the PDS dated 15 February 2023.</p>	<p><b>Delete this FAQ:</b></p> <p><b>‘Will I have lifelong Cover for my Pet?’</b></p>
<p><b>Your Privacy</b></p> <p>This update refers to page 16 of the PDS dated 15 February 2023.</p>	<p><b>Delete and replace this section with:</b></p> <p><b>Your privacy</b></p> <p>We are committed to handling your personal information responsibly, in accordance with our Privacy Policy and the Australian Privacy Principles. When we collect personal information from you, we will provide you with a Privacy Collection Notice which tells you how your personal information is collected, used and disclosed in relation to your Everyday Pet Insurance policy.</p> <p>You can visit our website to view or obtain a copy of our Privacy Policy or contact us at:</p> <p><b>Everyday Pet Insurance</b>      Phone: 1300 10 1234      Email: <a href="mailto:privacy@woolworths.com.au">privacy@woolworths.com.au</a>      Website: <a href="http://www.woolworths.com.au">www.woolworths.com.au</a></p>

	<p><b>PetSure</b>          Phone: (02) 9842 4800          Email: <a href="mailto:privacy@petsure.com.au">privacy@petsure.com.au</a>          Website: <a href="http://www.petsure.com.au">www.petsure.com.au</a></p> <p><b>Hollard</b> (only applies to renewals of policies first issued before 17 July 2023)          Phone: (02) 9253 6600          Email: <a href="mailto:privacy@hollard.com.au">privacy@hollard.com.au</a>          Website: <a href="http://www.hollard.com.au">www.hollard.com.au</a></p>
<p><b>Policy Terms and Conditions – The Everyday Pet Insurance Policy</b></p> <p>This update refers to page 22 of the PDS dated 15 February 2023.</p>	<p><b>Replace the first paragraph after the bullet list with the following:</b></p> <p>Your policy will continue for a period of 12 months from the policy Commencement Date unless cancelled by you under the cooling off period as explained on page 16 or due to the operation of the cancellation provisions of the policy as explained in 'Section 8 – Cancellation' on page 41. We also have certain cancellation rights at law. For your convenience and to ensure continuity of Cover for your Pet, we will automatically renew your policy each year (unless you have opted out of automatic renewals or contacted us to advise that you do not want to renew on the terms of the renewal notice) for as long as we continue to issue this product - refer to the 'Automatic renewal or replacement of your policy' section on page 23.</p> <p>In the event that we no longer issue this Everyday Pet Insurance product, we may arrange for PetSure to provide you with an offer of a Replacement Policy to automatically commence when your issued policy is due to expire, unless you instruct us beforehand otherwise.</p>
<p><b>Policy Terms and Conditions – Automatic renewal of your policy</b></p> <p>This content replaces the content and heading on</p>	<p><b>Delete and replace this section with:</b></p> <p><b>Automatic renewal or replacement of your policy</b></p> <p><b>Annual renewal of your policy</b></p> <p>As long as we continue to provide the product we'll offer renewal of your policy every year. This will be subject to the applicable terms and conditions of the policy</p>

pages 23 of  
the PDS  
dated 15  
February  
2023.

for each Policy Period. We'll change the premium and may change the terms and conditions of the policy at the time of renewal, based on a combination of factors, including the risk associated with insuring pets like yours.

### **Replacement Policy process**

#### **For policies issued by Hollard only**

In the event that Hollard no longer issues this Everyday Pet Insurance product, Hollard may arrange for PetSure to provide you with an offer of a Replacement Policy, together with its applicable terms and conditions for you to consider. The Replacement Policy will automatically commence when your issued policy is due to expire unless you instruct us beforehand otherwise.

#### **For policies issued by PetSure only**

In the event that PetSure no longer issues this Everyday Pet Insurance product, PetSure may arrange to provide you with an offer of a Replacement Policy, together with its applicable terms and conditions for you to consider. The Replacement Policy will automatically commence when your issued policy is due to expire unless you instruct us beforehand otherwise.

#### **For all renewals and Replacement Policies**

Unless you've told us beforehand that you've chosen not to automatically renew or not automatically accept the offer of a Replacement Policy, your policy will automatically renew or, where applicable, your Replacement Policy will automatically commence on those terms.

Where you have opted out of automatic renewal or automatic acceptance of the offer of replacement, you'll need to contact us after you've received your offer if you'd like to accept the policy terms.

	<p>Any renewal or Replacement Policy offer notice you receive will also remind you:</p> <ul style="list-style-type: none"> <li>• that you can opt out of the automatic renewal or automatic Replacement Policy process at any time in the future;</li> <li>• to check the information we have on your Certificate of Insurance is correct; and</li> <li>• to review your insurance Cover to consider if the policy limits and level of Cover is still right for you.</li> </ul> <p>Unless you opt out of automatic renewal or automatic acceptance of the offer of a Replacement Policy or tell us that you don't want to renew or replace your policy, PetSure (if it is the renewal or Replacement Policy issuer) or Hollard (if it is the renewal issuer) will deduct/charge the premium from your nominated account or credit card on any automatic renewal or Replacement Policy, as applicable. See the 'Paying your premium' section for more information.</p> <p><b>Your premium</b></p> <p>Every year, we'll notify you of the changes to your annual premium. We review the cost of everyone's insurance, taking account of a range of factors.</p>
<p><b>Definitions of Important Terms</b></p> <p>This update refers to page 25 of the PDS dated 15 February 2023.</p>	<p><b>Add new definition:</b></p> <p><b>Replacement policy</b> means an Everyday Pet Insurance policy that is issued by PetSure in accordance with the Replacement Policy process (see "Automatic renewal or replacement of your policy" section) when the product is no longer issued by Hollard.</p>

<p><b>Section 5. Premiums</b></p> <p>This update refers to page 39 of the PDS dated 15 February 2023.</p>	<p><b>Under “5.1 Paying your premium”, all contents is deleted and replaced with:</b></p> <p>The premium is payable when you take out a new policy and subsequently when your policy is renewed or replaced in accordance with the “Automatic renewal or replacement of your policy” section.</p> <p>Premiums can be paid via direct debit through a credit card or bank account:</p> <ul style="list-style-type: none"><li>• annually;</li><li>• OR</li><li>• in monthly or fortnightly instalments.</li></ul> <p>When you provide us with your nominated credit card or bank account details, we use these to directly debit the premium calculated by us from that card or account. Unless you opt out of the automatic renewal or Replacement Policy process or tell us that you don't want to renew your policy, we'll deduct/charge the premium from your nominated credit card or bank account.</p>
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All other policy terms, conditions, limits and exclusions remain unchanged.

This SPDS was prepared on 29 January 2026.

## **SUPPLEMENTARY FINANCIAL SERVICES GUIDE**

This is a Supplementary Financial Services Guide (SFSG) that supplements and is to be read together with the Financial Services Guide (FSG) contained in the following Product Disclosure Statement (PDS).

<b>Title of Booklet</b>	Everyday Pet Insurance Basic Accident Cover Combined Financial Services Guide and Product Disclosure Statement
<b>Effective Date</b>	15 February 2023

This SFSG remains valid until replaced by a subsequently issued FSG. This SFSG is effective from 29 January 2026.

This update replaces the content under the heading '**Financial Services Guide (FSG)**' and the section titled '**About Hollard, Woolworths, PetSure and other relevant persons/organisations**' on page 49 of the PDS dated 15 February 2023.

### **Financial Services Guide (FSG)**

This Financial Services Guide, or FSG, informs you about the financial services provided by the organisations associated with Everyday Pet Insurance. It also tells you how each is paid for their services, how complaints are dealt with, and how each organisation can be contacted.

In this FSG:

- Hollard means The Hollard Insurance Company Pty Ltd.
- Woolworths means Woolworths Group Limited.
- PetSure means PetSure (Australia) Pty Ltd.
- You, and your means the applicant for an Everyday Pet Insurance policy and, if a policy is issued, the person insured.

Renewals of Everyday Pet Insurance policies that were first issued before 17 July 2023 are issued by Hollard.

All other Everyday Pet Insurance policies (including Replacement Policies and their subsequent renewals) are issued by PetSure.

### **The organisations associated with this insurance product**

## **Policies issued by Hollard**

**Hollard** is an Australian Financial Services Licensee (AFSL 241436) authorised to provide advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. In providing the financial services set out in this FSG, Hollard does not provide personal advice and does not act for you.

**PetSure** is an Australian Financial Services Licensee (AFSL 420183) authorised to provide general advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. In providing the financial services set out in this FSG, PetSure does not provide personal advice and does not act for you.

For Hollard issued policies, PetSure has been given a binding authority by Hollard which authorises it to enter into, vary and cancel policies on behalf of Hollard as well as manage, administer and settle claims as if it were Hollard, subject to the limits of authority agreed with Hollard.

**Woolworths** is an Authorised Representative (Number 245476) of Hollard and is authorised to deal in and provide general advice on behalf of Hollard regarding certain general insurance products issued by Hollard, including Everyday Pet Insurance policies. Woolworths promotes and arranges Everyday Pet Insurance policies and is paid a commission and other benefits for doing so. Everyday Pet Insurance policies are arranged on behalf of Hollard. When you apply for an Everyday Pet Insurance policy, Woolworths will tell you about the product and collect certain information from you that will be used by PetSure to determine, on behalf of Hollard, whether an Everyday Pet Insurance policy can be issued to you by Hollard. Woolworths does not act for you and does not provide personal advice about Everyday Pet Insurance policies. As the insurer and issuer of Everyday Pet Insurance policies, only Hollard can issue, vary and cancel those policies through an arrangement with PetSure, as explained above.

## **Policies issued by PetSure**

**PetSure** is an Australian Financial Services Licensee (AFSL 420183) authorised to provide general advice and deal, as well as provide claims handling and settling services, in relation to all general insurance products. In providing the financial services set out in this FSG, PetSure does not provide personal advice and does not act for you.

**Woolworths** is an Authorised Representative (Number 245476) of PetSure and is authorised to deal in and provide general advice on behalf of PetSure regarding certain general insurance products issued by PetSure, including Everyday Pet Insurance policies.

Woolworths promotes and arranges Everyday Pet Insurance policies and is paid a commission and other benefits for doing so. Everyday Pet Insurance policies are arranged on behalf of PetSure. When you apply for an Everyday Pet Insurance policy, Woolworths will tell you about the product and collect certain information from you that will be used by PetSure to determine, whether an Everyday Pet Insurance policy can be issued to you by PetSure. Woolworths does not act for you and does not provide personal advice about Everyday Pet Insurance policies. As the insurer and issuer of Everyday Pet Insurance policies, only PetSure can issue, vary and cancel those policies.

This SFSG has been prepared by The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473, AFSL 241436) (Hollard), and PetSure (Australia) Pty Ltd (ABN 95 075 949 923, AFSL 420183) (PetSure) in so far as it relates to the financial services provided by them. It is authorised for distribution by Hollard.

This SFSG was prepared on 29 January 2026.